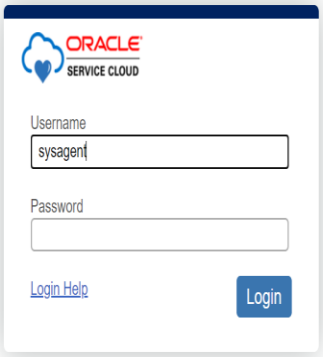
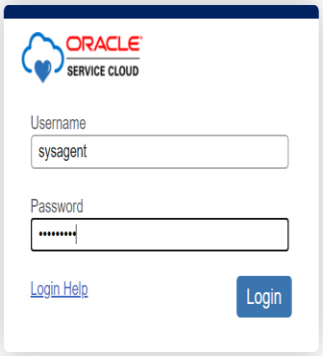
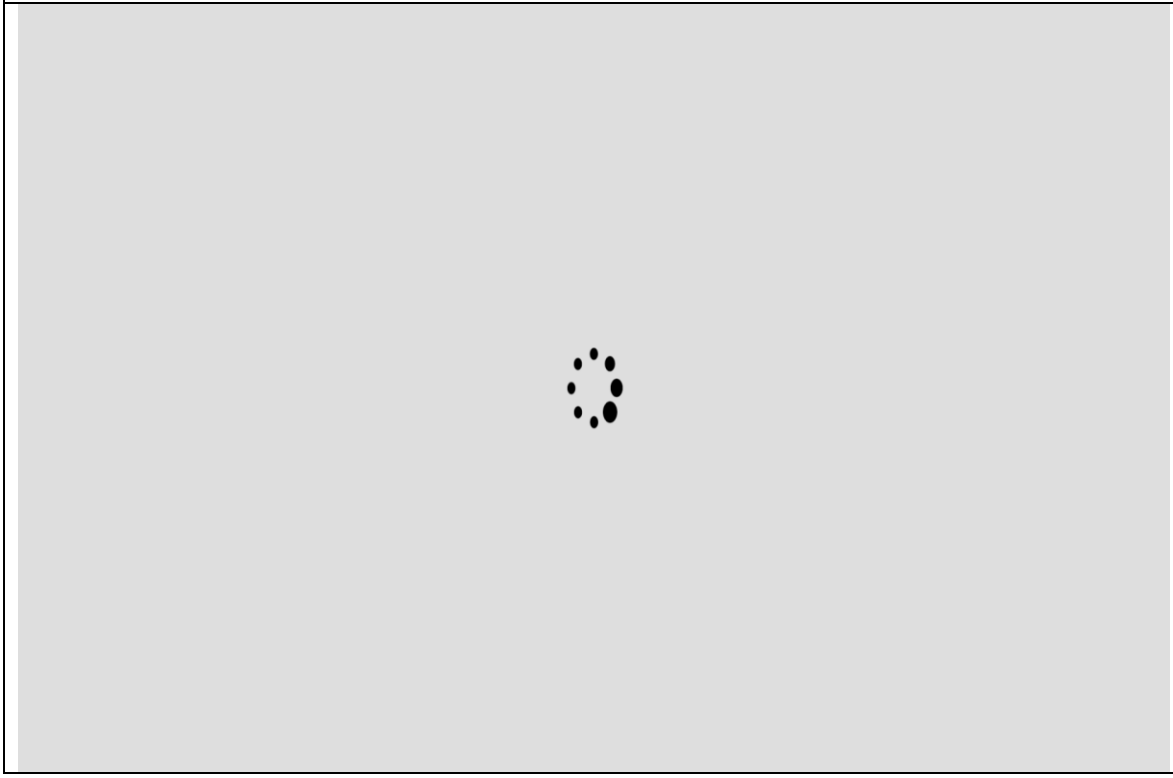
IBMhq Test Case Execution Report

Test Case Name:Send Response - 1
Requirement Name: CX
Execution Start Time:2020-08-03 15-17-27

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
23	22	1	Fail	1

Step No:1
Step Description: Enter sysagent in USERNAME
Expected Result: sysagent should be entered in USERNAME
Actual Result: The Element: USERNAME is set with text: sysagent
Status: Pass


Step No:2
Step Description: Enter *** in PASSWORD
Expected Result: *** should be entered in PASSWORD
Actual Result: The Element: PASSWORD is set with text: Agent1234
Status: Pass


Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


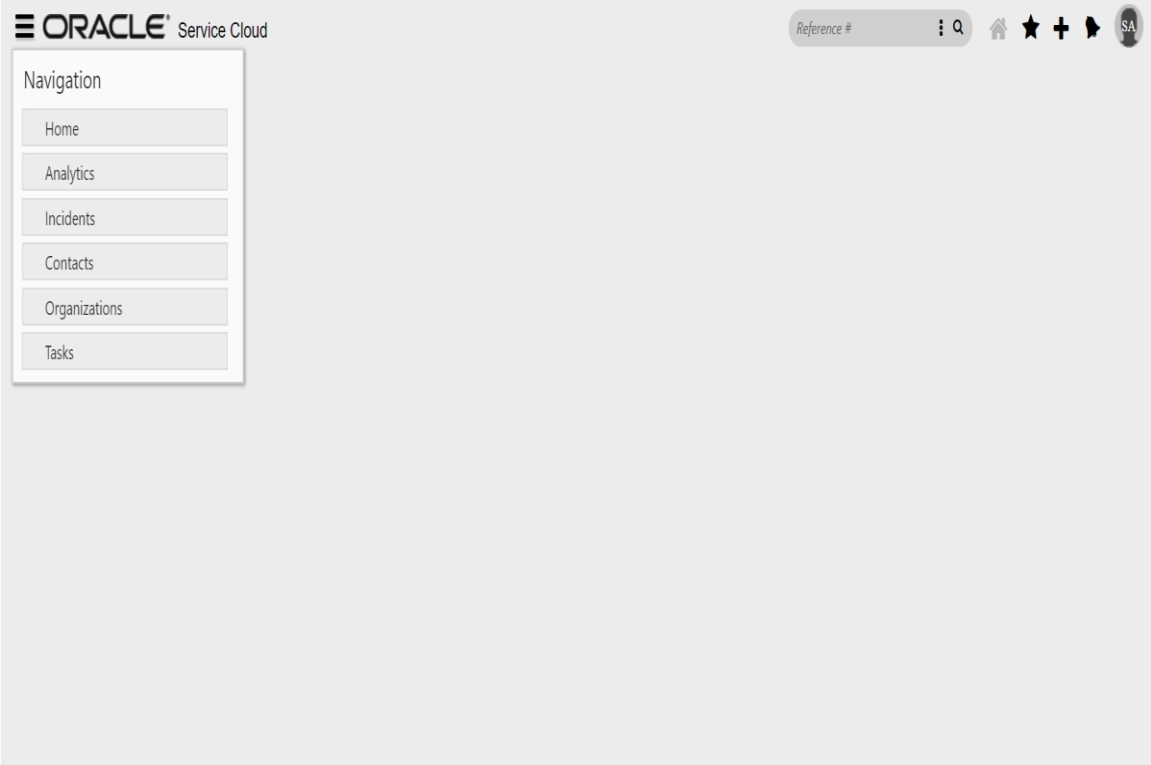
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



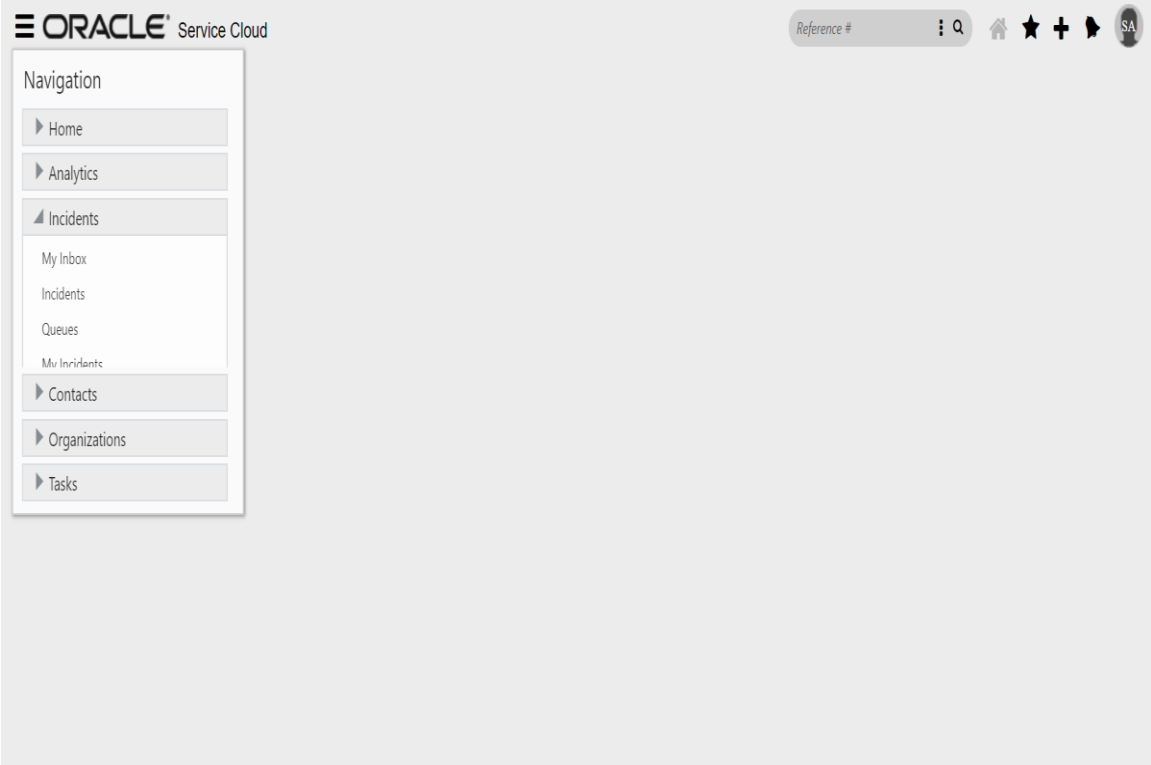
Step No:5

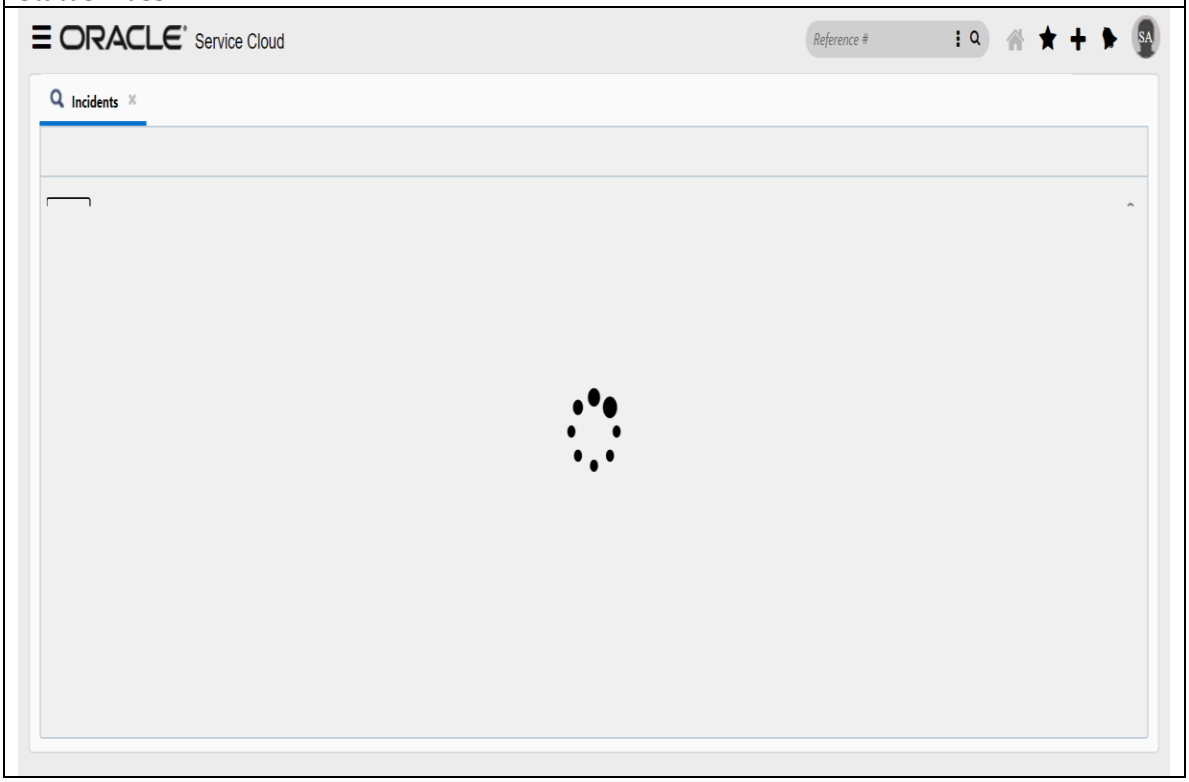
Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6
Step Description: Click on Search
Expected Result: Seach the incident
Actual Result: The Element: ClickSearch is clicked
Status: Pass


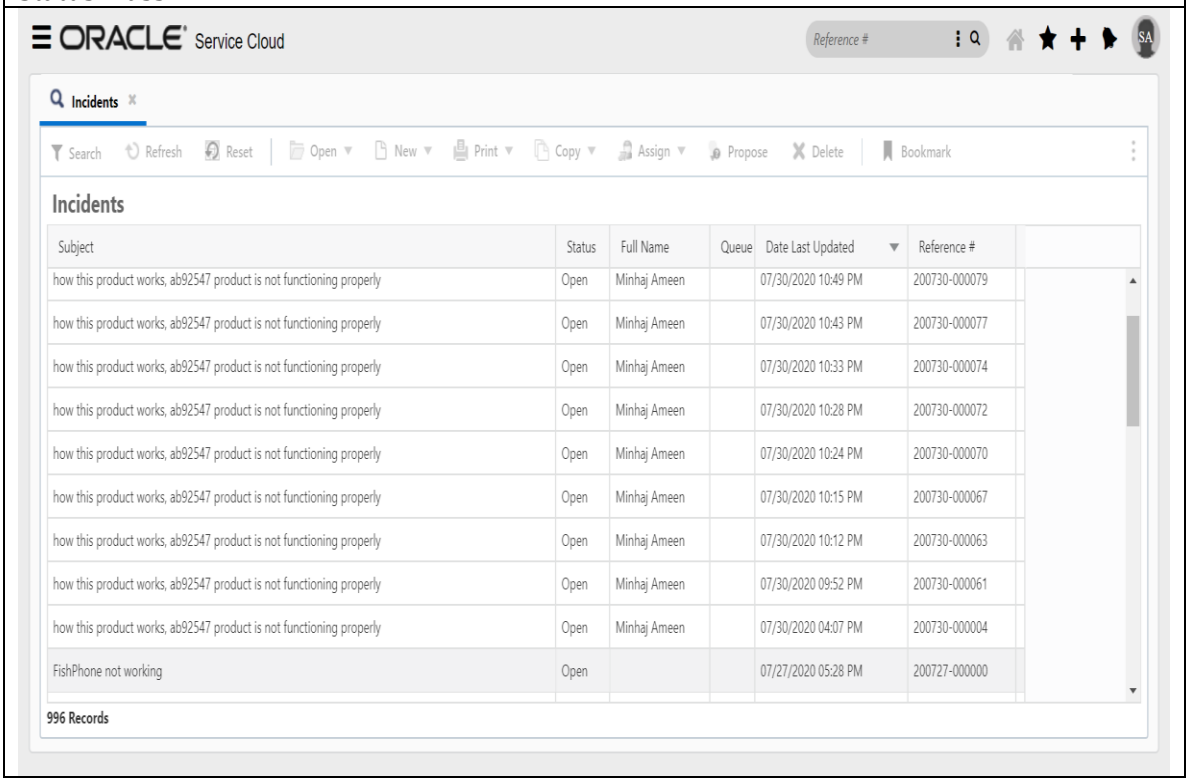
Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



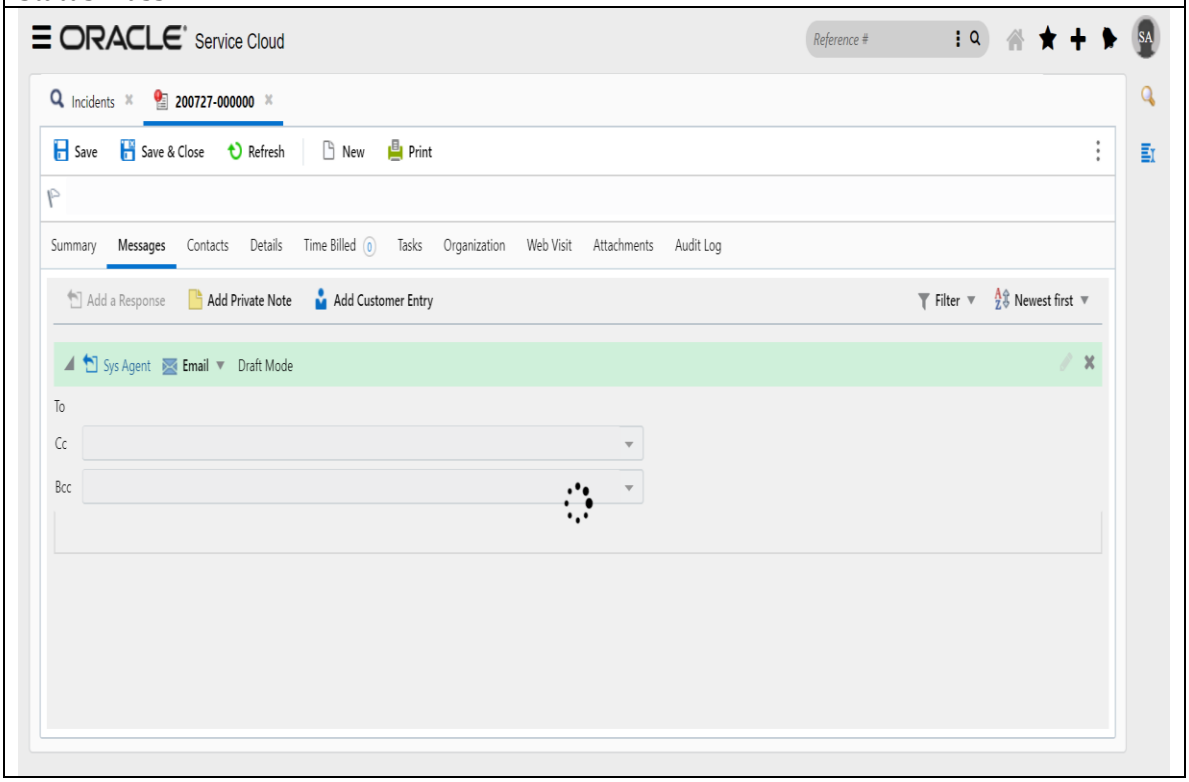
Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass



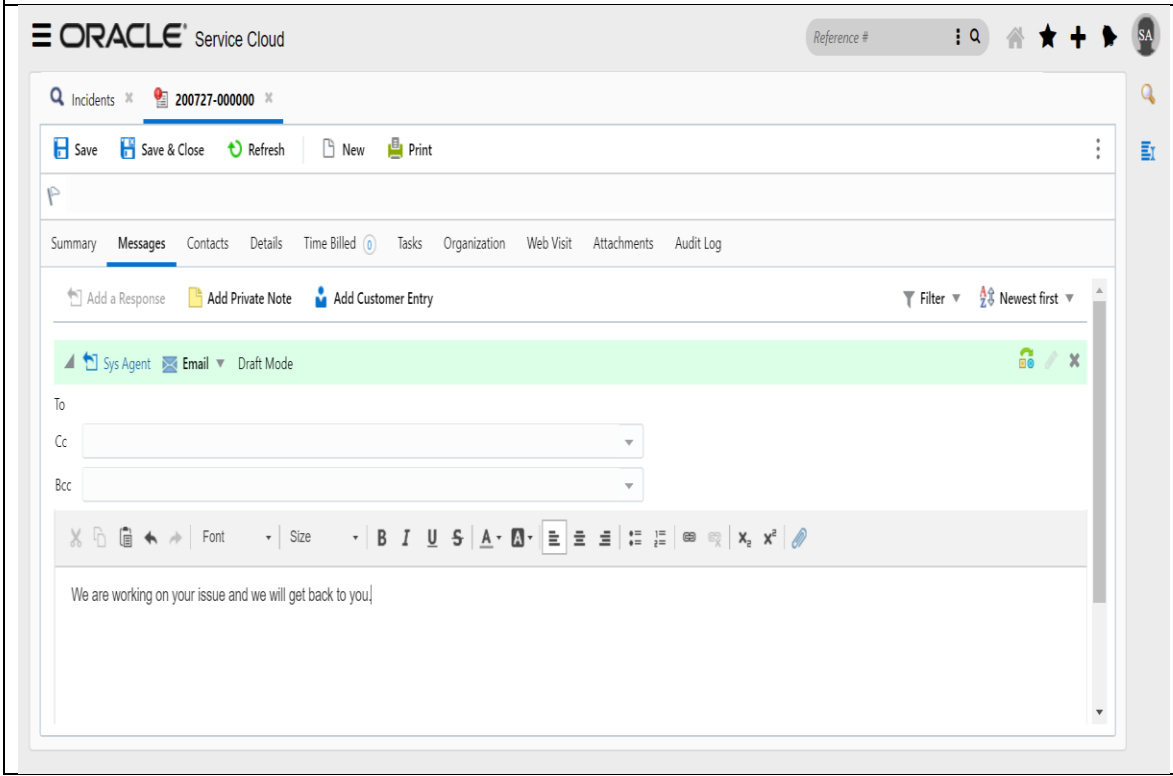
Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass



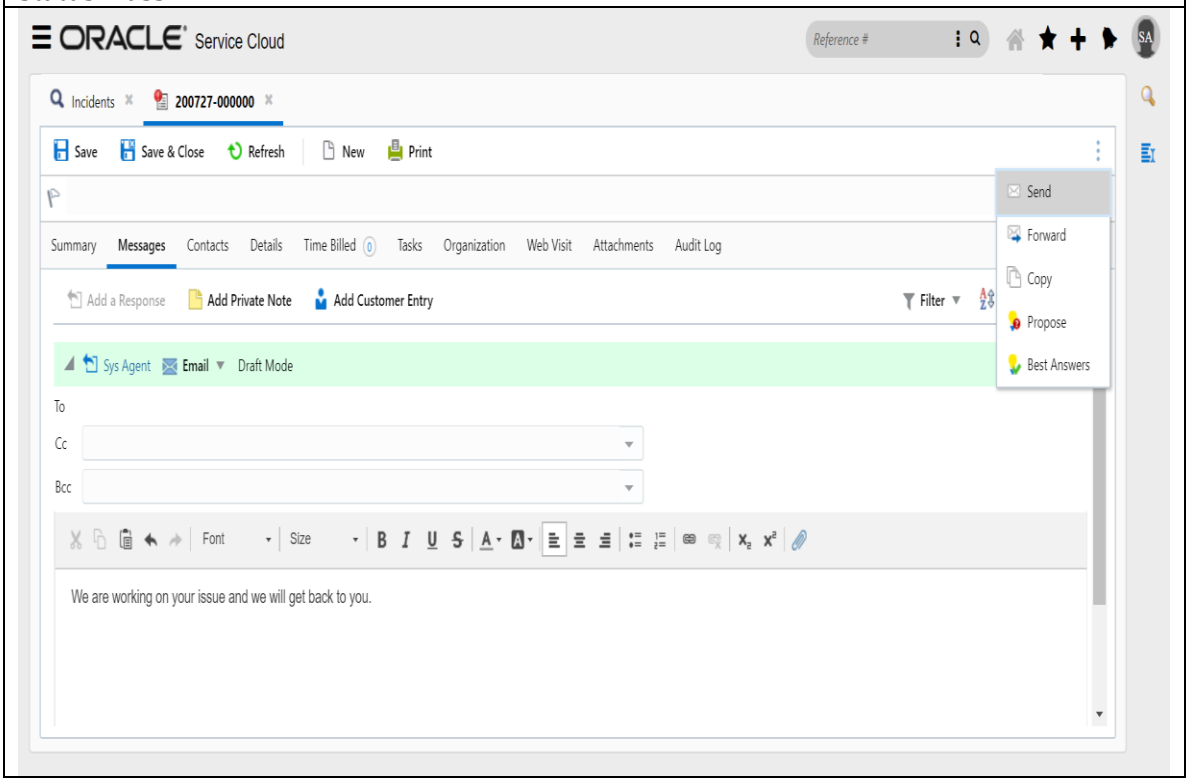
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



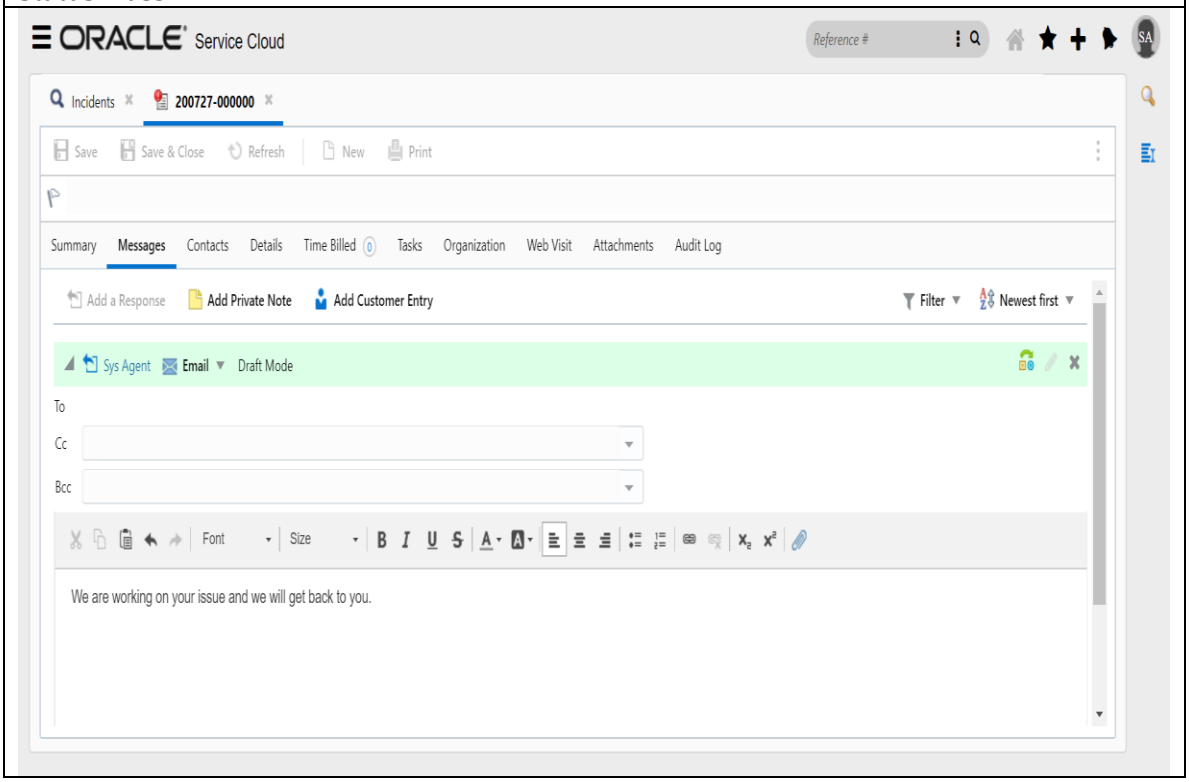
Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



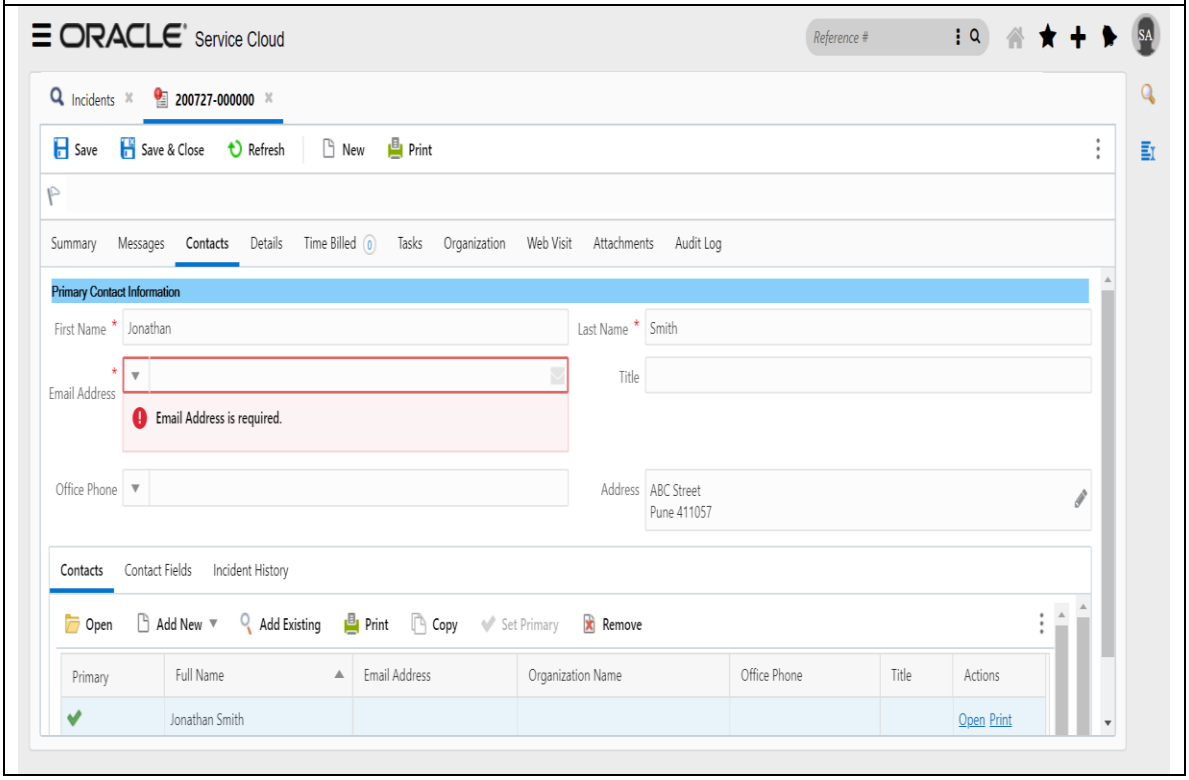
Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

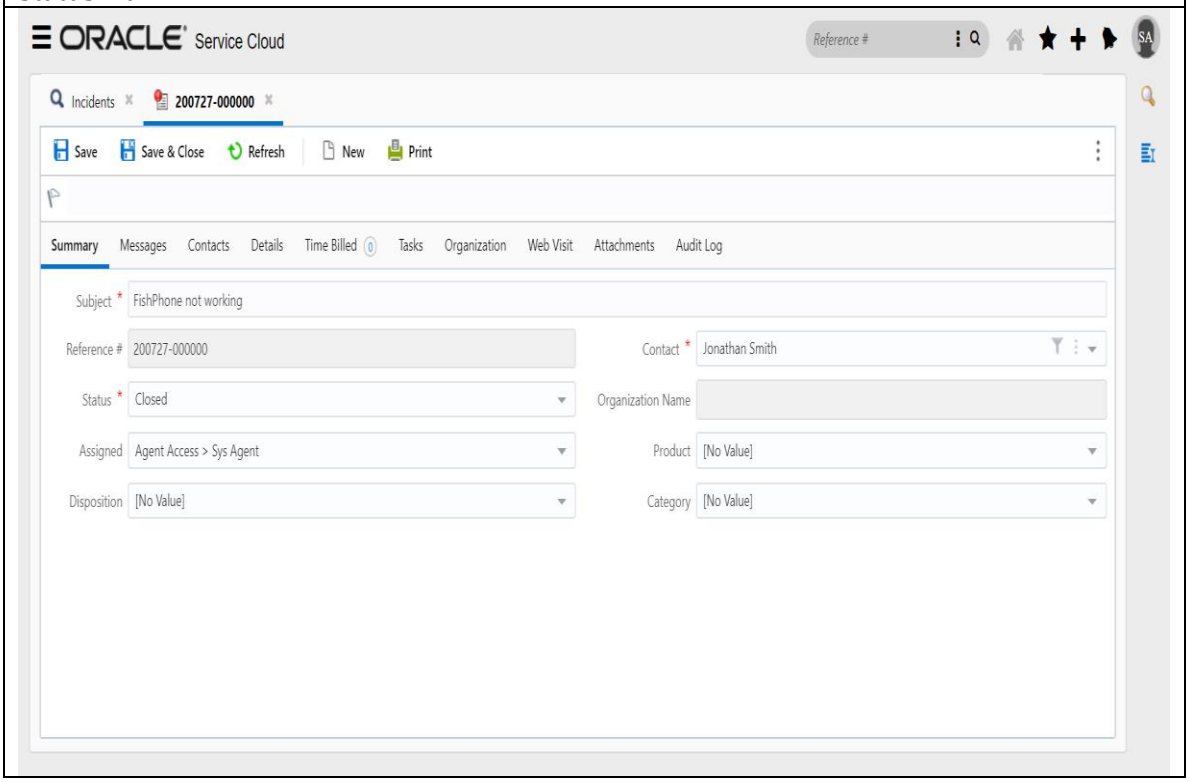
Status: Pass



Step No:13

Step Description: Verify the Response in Messages

Expected Result: Verify the Response in Messages

Actual Result: null

Status: Fail